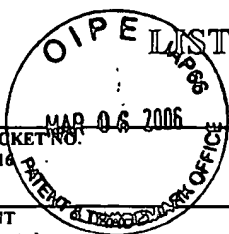


FORM PTO-1449, Adapted



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ATTY. DOCKET NO. 07117.105016	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 2642 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	AA	5,206,903	4/27/1993	Kohler et al.	379	265.12 309	12/26/1990
R.S.	AB	6,584,192 B1	6/24/2003	Agusta, Joseph B.	379	265.12	12/6/1999
R.S.	AC	6,771,765 B1	8/3/2004	Crowther et al.	379	265.09	12/29/1999
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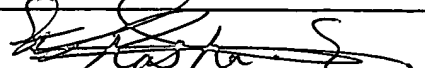
FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

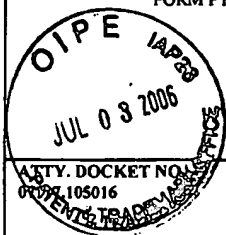
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EXAMINER 	DATE CONSIDERED 1/2/07
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449, Adapted



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ATTY. DOCKET NO. 105016	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	AA	5,278,898	1/11/1994	Cambray et al.	379	266	5/30/1991
R.S.	AB	6,704,410 B1	3/9/2004	McFarlane et al.	379	265.05	6/1/2000
R.S.	AC	6,856,680 B2	2/15/2005	Mengshoel et al.	379	265.06	9/24/2001
R.S.	AD	7,043,193 B1	5/9/2006	Vashi et al.	434	353	8/15/2000
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	AH						
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	AJ						

FOREIGN PATENT DOCUMENTS

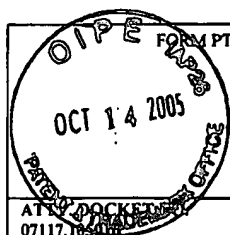
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
R.S.	AK	WO 2006/039670 A2	4/13/2006	PCT	Knowlagent, Inc.		
	AL						
	AM						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

R.S.	AN		Genesys; Genesys and SLS Implement a Next Generation Skills Based Routing Solution for O ₂ ; News Release; May 10, 2005				
R.S.	AO		Silver Lining Solutions; Agent Skills Management for Genesys; Downloaded June 26, 2006 from www.silverlining.uk.net/genesys				
	AP						
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EXAMINER 	DATE CONSIDERED 1/2/07
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	



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APPLICANT Baggenstoss et al.		GROUP 2642 2614

U.S. PATENT DOCUMENTS

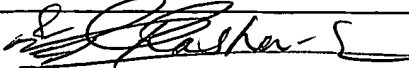
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	AA	5,239,460	8/24/1993	LaRoche, Nancy J.	364	401	1/3/1991
R.S.	AB	5,299,260	3/29/1994	Shaio, Jack	379	265	7/29/1993
R.S.	AC	5,499,291	3/12/1996	Kepley, Garry D.	379	265	1/14/1993
R.S.	AD	6,278,777 B1	8/21/2001	Morley et al.	379	265	2/17/2000
R.S.	AE	6,356,632 B1	3/12/2002	Foster et al.	379	265.04	12/31/1998
R.S.	AF	6,359,982 B1	3/19/2002	Foster et al.	379	266.06	1/12/1999
R.S.	AG	6,690,788 B1	2/10/2004	Bauer et al.	379	242	9/15/2000
R.S.	AH	6,771,764 B1	8/3/2004	Dezonno, Anthony J.	379	265.02	1/26/2000
R.S.	AI	6,865,267 B2	3/8/2005	Dezonno, Anthony J.	379	265.06	11/27/2001
	AJ						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

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EXAMINER 	DATE CONSIDERED 1/2/07
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FORM PT-1449, Adapted

(Use several sheets if necessary)

APPLICANT NO. 07117.105016	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 3641 2614

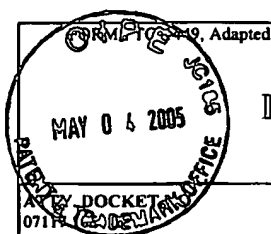
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S	AA	5,513,308	4/30/1996	Mori, Toshiya	395	155	9/1/1993
R.S	AB	6,340,977 B1	1/22/2002	Lui et al	345	709	5/7/1999
R.S	AC	2002/0118220 A1	8/29/2002	Lui et al.	345	709	11/20/2001
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO.
25	AK	WO 2000/68769	11/16/2000	PCT	Lui et al.		
	AL						

R.S	AM	Deloitte & Touche; <i>Tech Trends – 2002 Annual Report</i> ; (2002); Volume 1; pp. 23-26
R.S	AN	Knoa Software, Inc.; <i>Achieving Enterprise Application ROI by Managing User Performance</i> ; March 2003; pp. 1-12
R.S	AO	Knoa Software, Inc.; <i>Driving ROI From On-Demand Services</i> ; October, 2003; 6 Pages
R.S	AP	Knoa Software, Inc.; <i>The knoa Guidance™ Application</i> ; April 2003; pp. 1-12
	AQ	

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ATTY. DOCKET 0711	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 3642 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	AA	3,245,157	4/12/1966	Laviana, D.W.	35	9	10/4/1963
R.S.	AB	5,228,859	7/20/1993	Rowe, T. Peter	434	118	12/10/1991
	AC						
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	AK						
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FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO.
R.S.	AM	WO 2005/011240 A1	2/3/2005	PCT	Baggenstoss et al.		
R.S.	AN	WO 2005/011243 A1	2/3/2005	PCT	Baggenstoss et al.		
R.S.	AO	WO 2005/020546 A2	3/3/2005	PCT	McConnell et al.		
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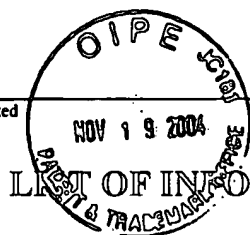
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

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FORM PTO-1449, Adapted



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ATTY. DOCKET NO. 07117.105016	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 3713

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA						
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	AC						
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	AG						
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	AK						
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FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO.
	AN						
	AO						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

R-5	AP	Knowlagent; Knowlagent r7 Capabilities and Technologies Overview; June 10, 2004; pp. 1-20
R-5	AQ	Knowlagent; Marketing document from website; www.knowlagent.com; (August, 2004)

EXAMINER		DATE CONSIDERED	1/2/07
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FORM PTO 449, adapted

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ATTORNEY 07117.10584 TRADE NAME	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
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APPLICANT Baggenstoss et al.	GROUP 3713 2614
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U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
RS	AA	5,100,329	3/31/1992	Deesen et al.			11/27/1990
RS	AB	6,775,377 B2	8/10/2004	McIlwaine et al.			7/18/2002
	AC						
	AD						
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	AF						
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FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
	AN					
	AO					

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

RS	AP	Affidavit of John McIlwaine dated September 20, 2004
RS	AQ	Star Trainer; Simulation Training for Call Center Agents

EXAMINER

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ATTY. DOCKET NO. 07117.105016	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
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APPLICANT Baggenstoss et al.	GROUP 3719 2614
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U.S. PATENT DOCUMENTS

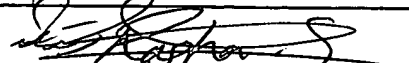
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
RS	AA	5,914,951	6/22/1999	Bentley et al.			4/16/1996
RS	AB	6,408,064 B1	6/18/2002	Fedorov et al.			3/31/2000
RS	AC	6,603,854 B1	8/5/2003	Judkins et al.			2/25/2000
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FOREIGN PATENT DOCUMENTS

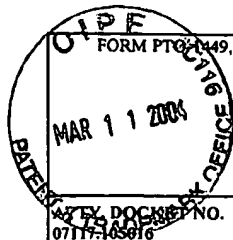
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RS	AN	WO 01/065525 A2	9/7/2001	PCT	McIlwaine et al.		
	AO						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

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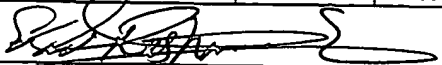
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EX. DOCUMENT NO. 07117-103016	SERIAL NO. 10/733,457	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	AA	3,594,919	7/27/1971	De Bell et al.			9/23/1969
R.S.	AB	3,705,271	12/5/1972	De Bell et al.			3/26/1971
R.S.	AC	4,684,349	8/4/1987	Ferguson et al.			7/28/1986
R.S.	AD	4,776,016	10/4/1988	Per K. Hansen			11/21/1985
R.S.	AE	4,853,952	8/1/1989	Jachmann et al.			12/3/1987
R.S.	AF	4,916,726 B1	6/9/1992	Morley et al. (Reexamination Certificate)			9/29/1988
R.S.	AG	5,058,008	10/15/1991	Karl H. Schumacher			10/3/1989
R.S.	AH	5,110,329	5/5/1992	Helmut Pieper			6/20/1990
R.S.	AI	5,199,062	3/30/1993	Von Meister et al.			11/8/1991
R.S.	AJ	5,309,505	5/3/1994	Szlarn et al.			5/20/1991
R.S.	AK	5,310,349	5/10/1994	Daniels et al.			4/30/1992
R.S.	AL	5,311,422	5/10/1994	Loftin et al.			6/28/1990
R.S.	AM	5,384,841	1/24/1995	Adams et al.			10/27/1993
R.S.	AN	5,416,694	5/16/1995	Parrish et al.			2/28/1994
R.S.	AO	5,469,491	11/21/1995	Morley, Jr. et al.			2/2/1994
R.S.	AP	5,511,112	4/23/1996	Aleksander Szlam			4/29/1994
R.S.	AQ	5,533,115	7/2/1996	Hollenbach et al.			11/4/1994
R.S.	AR	5,535,256	7/9/1996	Maloney et al.			5/3/1995
R.S.	AS	5,583,965	12/10/1996	Douma et al.			9/12/1994

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FORM PTO-1449, Adapted

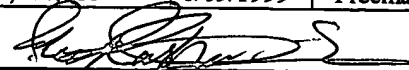
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APPLICANT Baggenstoss et al.		GROUP 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	BA	5,590,188	12/31/1996	Gary B. Crockett			2/17/1995
R.S.	BB	5,594,791	1/14/1997	Szlam et al.			10/5/1994
R.S.	BC	5,597,312	1/28/1997	Bloom et al.			5/4/1994
R.S.	BD	5,633,924	5/27/1997	Kaish et al.			12/11/1995
R.S.	BE	5,659,768	8/19/1997	Forbes et al.			5/12/1995
R.S.	BF	5,675,637	10/7/1997	Szlam et al.			5/16/1995
R.S.	BG	5,696,811	12/9/1997	Maloney et al.			6/20/1996
R.S.	BH	5,703,943	12/30/1997	Mary Rita Otto			10/16/1995
R.S.	BI	5,721,770	2/24/1998	Joylee E. Kohler			7/2/1996
R.S.	BJ	5,727,950	3/17/1998	Cook et al.			5/22/1996
R.S.	BK	5,738,527	4/14/1998	Steven W. Lundberg			8/8/1996
R.S.	BL	5,745,109	4/28/1998	Nakano et al.			6/17/1996
R.S.	BM	5,757,644	5/26/1998	Jorgensen et al.			7/25/1996
R.S.	BN	5,790,798	8/4/1998	Beckett, II et al.			5/31/1996
R.S.	BO	5,818,907	10/6/1998	Maloney et al.			8/4/1997
R.S.	BP	5,825,869	10/20/1998	Brooks et al.			4/23/1996
R.S.	BQ	5,827,071	10/27/1998	Sorensen et al.			8/26/1996
R.S.	BR	5,833,468	11/10/1998	Guy et al.			1/24/1996
R.S.	BS	5,861,881	1/19/1999	Freeman et al.			2/8/1996

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FORM PTO-1449, Adapted

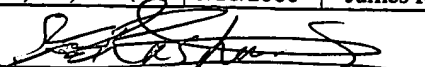
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APPLICANT Baggenstoss et al.		GROUP 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
RS	CA	5,877,954	3/2/1999	Klimasauskas et al.			5/3/1996
RS	CB	5,903,641	5/11/1999	Alan V. Tonisson			1/28/1997
RS	CC	5,904,485	5/18/1999	David M. Siefert			11/4/1994
RS	CD	5,911,134	6/8/1999	Castonguay et al.			10/12/1990
RS	CE	5,915,973	6/29/1999	Hoehn-Saric et al.			3/11/1997
RS	CF	5,937,037	8/10/1999	Kamel et al.			1/28/1998
RS	CG	5,943,416	8/24/1999	Doug Gisby			2/17/1998
RS	CH	5,946,375	8/31/1999	Pattison et al.			5/12/1997
RS	CI	5,946,387	8/31/1999	Alex Miloslavsky			2/19/1997
RS	CJ	5,947,747	9/7/1999	Walker et al.			5/9/1996
RS	CK	5,957,659	9/28/1999	Amou et al.			6/5/1997
RS	CL	5,963,635	10/5/1999	Szlam et al.			12/12/1996
RS	CM	5,971,271	10/26/1999	Wynn et al.			6/24/1997
RS	CN	5,991,394	11/23/1999	Dezonno et al.			2/5/1998
RS	CO	6,014,134	1/11/2000	Bell et al.			8/23/1996
RS	CP	6,038,544	3/14/2000	Machin et al.			2/26/1998
RS	CQ	6,039,575	3/21/2000	L'Allier et al.			10/24/1996
RS	CR	6,044,355	3/28/2000	Crockett et al.			7/9/1997
RS	CS	6,044,368	3/28/2000	James Karl Powers			4/30/1998

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APPLICANT Baggenstoss et al.				GROUP 2614			
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	DA	6,052,460	4/18/2000	Fisher et al.			12/17/1997
R.S.	DB	6,058,163	5/2/2000	Pattison et al.			5/12/1997
R.S.	DC	6,067,537	5/23/2000	O'Connor et al.			12/22/1998
R.	DD	6,067,538	5/23/2000	Zorba et al.			12/22/1998
R.S.	DE	6,070,142	5/30/2000	McDonough et al.			4/17/1998
R.S.	DF	6,073,127	6/6/2000	Lannert et al.			12/22/1998
R.S.	DG	6,078,894	6/20/2000	Clawson et al.			3/28/1997
R.S.	DH	6,086,381	7/11/2000	Downs et al.			9/2/1997
R.S.	DI	6,108,687	8/22/2000	Russell O. Craig			3/2/1998
R.S.	DJ	6,118,865	9/12/2000	Doug Gisby			8/24/1999
R.S.	DK	6,118,973	9/12/2000	Ho et al.			2/22/1999
R.S.	DL	6,119,097	9/12/2000	David Ibarra			11/26/1997
R.S.	DM	6,128,380	10/3/2000	Shaffer et al.			8/24/1998
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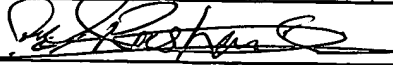
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